



## From Robin's Pen

### CAPITOL FOR THE DAY

On Wednesday, September 8, 17 Cabinet members joined Governor Leavitt, Lt. Governor Walker, and their senior staffs on a bus, which became our vehicle for taking the Capitol to central and southwestern Utah. Members of the Cabinet were a bit leery going into this trip. We have spent time together in our bi-weekly meetings and occasional retreats, but never have we spent three days together in close quarters on a bus. I knew it would be an adventure. Now that it's over, I can tell you it was one of my best experiences in state government.

The Governor described the trip as a cross between a planning retreat and a band-trip. It was certainly all of that. We laughed, planned, and listened to citizens in each area we visited. We formed even stronger bonds as a team. When we pulled back into the Capitol parking lot at 6:30 p.m. Friday night, we were exhausted.

This month and next, I will share with you experiences and what I learned from this trip. I am writing this article just the day after the excursion, so I will focus on my initial reactions and some of the things I heard from the town meetings.

First, I should tell you about our bus driver, "Bo." He's a congenial fellow who really enjoys his job -- especially on this trip. As Bo puts it, he was in "bus driver's heaven." Considering

who we had on board, several highway patrol troopers who serve as the Governor's security staff escorted us along the highways. Bo's comments were, "This is great. I have highway patrol in front and in back of me on the freeway, and they're telling me not to worry about the speed limit." I guess it doesn't get any better than that.

Just before entering Richfield, we pulled off to put signs on the bus, which recognized that we were declaring Richfield the "Capitol for the Day." Once we had the signs on, into town we went, with several more local highway patrol cars joining us, lights flashing and sirens going. Bo was having a great time and he assures me he will in fact be the envy of the bus drivers at Caravan Bus. Each day was the Governor's usual 12 to 14 hours of work. Bo assures us that whenever he hears anyone say to him that "government employees are lazy and don't work," he will set them straight.

On the first leg of our trip, the Governor led a planning session where each of us identified the top three things we wanted our departments to accomplish over the next five years. Our first stop on the trip was Richfield.

We met with mayors, city council members, and county commissioners from the Six County Association of Governments. They assured us that we were "in the center of the universe" as far as they were concerned. The Governor announced that the state would be opening up the rights of way along the interstate highways to telecommunications providers. The idea is they'll be able to lay high speed internet lines to enhance access by all areas of Utah. We did a lot of listening to issues of this area of the state. Among them, wilderness, open space, taxes, airport maintenance, unfunded state mandates, and public transportation. Local officials and citizens often repeated these themes in all locations we visited.

*(cont. page 4)*

# FORENSIC MENTAL HEALTH FACILITY OPENS AT STATE HOSPITAL

by Janina Chilton, Division of Mental Health

The Utah State Hospital commemorated the opening of the new Forensic Mental Health Facility with a ribbon cutting ceremony on 7 September 1999. More than 200 patients, family members, state hospital staff members, public officials, and advocates attended the event.

Because of the number of years needed to secure funding from the legislature, Lt. Governor Olene Walker, called it “a miracle building.” The Lt. Governor noted that she was in the legislature in the 1980's when the project first appeared on the Building Board list.



Bruce Smith and Olene Walker open the way for forensic mental health in Utah.

“It has been a long journey,” said Meredith Alden, Director of the Division of Mental Health, “But it has been a journey of hope, with dedicated people who have made certain that quality care will be available to the mentally ill.”

The Forensic Mental Health Facility will provide more than 70,000 square feet of space with a high level of security. It is designed to house one hundred mentally ill patients who have been charged with or convicted of a crime. Robin Arnold Williams, Executive Director of the Department of Human Services, said the building will provide safety for the community, the patient, and the staff.

Patients will live in individual rooms or share space with one roommate. The facility will provide access to a gym, craft room, a snack bar,

and educational space equipped with computers. “People who use this facility will benefit from it,” said Bruce Smith, President of the Alliance for the Mentally Ill of Utah, an organization that represents families of the mentally ill.



Patients are scheduled to move into the new facility in early October.

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## CHRISTMAS STORE: YOUR HELP NEEDED

The Tri-Region Foster Parent Support Unit is making preparations for the second annual “Christmas Store” for foster children. The event will be held on Saturday, December 4th at 7950 South Redwood Road.



Volunteer prepares foster Christmas Store merchandise, December 1998.

The “Christmas Store” provides children the opportunity to shop for their biological families, foster families, teachers, or friends

without cost. Volunteers operate the store and assist children with their selections. Donations of the gifts are now being accepted. Any item, new or gently used, which would be appropriate for a child to give as a gift would be welcome. Some of last year's favorite gifts included videos, CDs, stuffed animals, books and special one of a kind knickknacks for Mom or Dad.

Are your closets cluttered with items that are not a good match for you, or are no longer serving its purpose? That long forgotten trinket just may be the perfect gift that a child would love to give to their loved one. Donations will be accepted through November 30th, although the earlier we receive them the better. To donate or volunteer to assist with the store, call Lisa Canape, 801-468-0023 for more information.

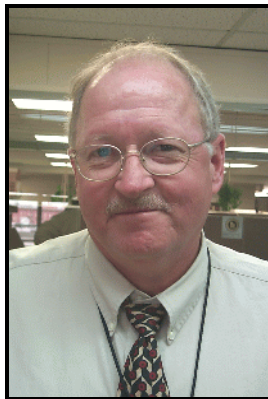
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## **CAN UNAUTHORIZED USE OF THE COMPUTER GET AN EMPLOYEE IN TROUBLE ?**

by Bob Hunt, DHS Human Resources

The short answer is, "Yes." There are numerous possible violations of our Acceptable Use Policy for Information Technology Resources. The purpose of these resources (computers, fax machines, printers, phones, etc.) is to support state agencies in achieving their mission and goals. Incidental and occasional personal use is permitted as long as such as does not:

- Interfere with existing rules or policies
- Disrupt or distract the conduct of state business
- Involve solicitation
- Involve a for-profit business activity
- Have the potential to harm the state or involve illegal activities
- Distribute offensive or harassing statements or disparage others based on race, national origin,



sex, sexual orientation, age, disability, or political or religious beliefs.

- Distribute incendiary statement which might incite violence ... or promote the use of weapons or devices associated with terrorist activities
- Distribute or solicit sexually oriented messages or images

A rule of thumb is to access only the information for which there is a business necessity. The Department and the State will enforce a no-tolerance policy for serious violations. Unfortunately, some employees have put themselves in a position to receive reprimand or even termination. Here are some actual cases:

- A DHS employee was recently terminated for repeated access of pornography on the Internet.
- Another employee was given a reprimand for use of the GroupWise E-mail to distribute a chain letter.
- A former State employee with more than 25 years of service was terminated and served time in a correctional facility for accessing and storing pornographic material.
- A Department employee was reprimanded for accessing client data to help a friend find out the status of his/her case with the state.
- A former employee let his college student use his password to access the state system to complete a paper.
- Another employee was discovered wasting many hours playing solitaire or other computer games on state time.

If you are unclear about the acceptable "personal" use of state resources, seek authorization from your supervisor or appropriate agency authority. If you are taking classes in higher education after business hours to improve yourself, obtain prior written permission to use your computer outside of normal business hours for class work. To read the DHS Acceptable Use Policy, go to the DHS Web site ([www.dhs.state.ut.us](http://www.dhs.state.ut.us)), then click on POLICIES & REPORTS, then DEPARTMENT POLICY MANUAL. You will find it under Section VI-Communications and Technologies. For additional



answers, contact Jerry Smith, Information Technology Security Specialist, 538-4297.

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## THINGS TO DO WHILE TRAVELING TO WORK?

by Lauri McCreary  
Office of Administrative Support

If you made a list that supports the headline of this article, how long would it be? Now take a minute and think of all the things you would like to do, or need to do, and can't seem to find the time. Like the



Lauri McCreary

Snake Oil vendors of old say, "Have I got a deal for you !" And that's not all! If you act within the next several months, I will also save you \$; money; dinero; scratch; coin of the realm. The magical offer we make has nothing to do with sawing a lady in half, levitation or any thing of the sort. Have you considered riding UTA? Below is a short list of things that you can do on the bus *that you cannot do while driving in your car alone*. Are any of your "Gee, I wish I had time for that" items on this list?

- Prepare notes for a meeting
- Prepare a church talk/lesson
- Safely make calls on a cell phone
- Read a book
- Read the paper
- Needle point, crochet
- Talk to friend
- Take a nap
- Open, read mail
- Pay bills
- Write a project on your laptop computer
- Answer email downloaded on your computer
- Write a letter to a friend/relative
- Site see
- Put on your tie/make up

- Play hand-held games
- Cross word puzzles
- Work on genealogy
- Plan your evening/weekend/vacation/retirement
- Address Christmas cards
- Menu planning
- Grocery planning
- Recreational writing
- Learn a foreign language
- Laugh at motorists

With a little thought you can add to the above list. Now for the money part:

- Less wear and tear on your automobile
- Reduced auto insurance premiums
- Less gasoline expense
- The Department pays 90 percent if you ride a minimum of ten days a month

Not only will the Department reimburse 90 percent of your bus pass, but if you decide to ride light rail (beginning this December!), we'll cover 90 percent of your TRAX ticket, too.

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### ("Capitol" cont.)

Following the local officials meeting, the Governor convened an old-fashioned "town meeting." When the Governor calls a public meeting, EVERYBODY shows up – nearly 400 joined us in Richfield. Their issues were more varied than that of the elected officials. Towards the end of the meeting, time was tight and I needed to get across town for a local DHS meeting. Somehow I knew that if I left even a bit early, there would be a comment related to DHS.

Sure enough the very last question focused on aging services. Boy, am I glad I stayed to the end!

After my meeting with DHS staff and providers, it was back on the bus and off to Panguitch. There we dropped off a portion of our group, while the rest of us continued to Kanab. We were greeted in our motel rooms by fruit baskets and a welcoming note from the mayor. By this point we were all very sure the road trip was exactly the right thing to be doing. I realized more than ever how much the people of rural Utah want to feel strong connections to *their* state government.

By 7:30 we were at the Kanab High School for our town meeting – along with nearly 500 citizens. As you probably read in the papers, the topic was singular – the Grand Staircase National Monument Management Plan. While the subject doesn't relate to DHS, I can tell you that during the 2 ½ hours we spent listening I was impressed how powerful citizens can be when they unite on an issue for which they all feel strong passion. In talking with DHS staff later, we realized how wonderful it would be if such emotion and commitment were felt to stop child abuse. Something to strive for.

Thursday morning I met with local staff and got more issues and questions. We then met with Kane County officials who had similar requests for the Governor and Cabinet members. How basic some of the issues remain in rural Utah was striking. We focus on bandwidth and the latest computer and cell phones – they are having trouble maintaining basic “911” capacity in the face of Y2K. Similar meetings were occurring in Panguitch. Thanks to Doug West, DHS Deputy Director for hosting them.

At noon we boarded the bus and headed to St. George. That afternoon, I met with staff and partners. Important issues resurfaced – the need for better coordination across DHS agencies, public transportation, facility and state vehicle issues, concern about TANF families hitting their time limits, the wide geographic area to be covered with few staff, and recommendations for policy and prevention efforts.

I did get one other set of comments – that staff misses bottled water, “especially in the desert.” While staff did want me to “feel guilty about my decision,” I am convinced this will be my legacy at DHS!

Later that day we met with officials from the St. George and Washington County area. In the evening, another town meeting. Several representatives of DHS – staff and consumers – attended the town meeting and voiced their concerns and ideas for solutions. I felt very proud of you. You confirmed my strong belief that we are not just “state employees” located throughout the state, but we are in fact members of communities there as well.

Friday morning we headed to Cedar City and the Rural Summit. The theme of the Summit was “The Future of Public Lands in Utah” – a really

hot topic! I watched the Governor handle extremely tough questions and accusations from attendees. We heard protestors outside the Summit calling for his resignation for his attempts to work with Secretary Bruce Babbitt in coming to a resolution of the issues. We watched as the Governor produced a plan of action to “come to certainty” about public lands in Utah and get past this divisive issue (over which we have fought with the federal government for more than 25 years with no resolution).

I realized again why I enjoy working in this administration. As citizens of this state, you may not agree with all the Governor initiates, but you must give him great credit for his leadership. I challenge myself and all DHS employees to show similar leadership with our issues.

At 2:30 we, Bo, and bus headed home. While we may have thought our work was done, our boss had other plans. The Governor used our travel time to lead a discussion on a book he had asked each of us to read. *The Lexus and the Olive Tree* discusses the impact of globalization on today and the future.

Before we left Cedar City, Governor Leavitt committed to make a similar trip to southeastern Utah before the end of his current term. So, in the not-too-distant future, we'll be “on the road again...”

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## CYDNEE GOES TO COLLEGE

by Cydnee Rowley

Reprinted from Real Lives - Successful Stories About Person-Centered Planning

Editor's Note: Cydnee's story was selected as the winner at the Division of Services for Disabilities' November 1998 Conference. Prizes included \$100 and a gold clock. She showed how natural supports can expand opportunities and make positive changes in your life.

When I went to Viewmont High School, I decided after graduation I would like to go on a mission for my church. But I was not old enough. So then I decided that I would like to go to college. I wanted to learn more and to listen to my teachers.

My sister, Heather, went to college and told me about her classes and stories of how fun

college was. My brother, Chad, went to college too and he told me how important it was to go to class and to do homework. He had fun too. I knew I would miss my family, but it was something I wanted to do.

I went to Ephraim to visit the campus and I really liked it. Lorna (who helped me write my Individual Education Plan) introduced me to Susie--she is the roommate that I share a room



Cydnee Rowley (top, 2<sup>nd</sup> from left) and friends

with. My support coordinator got the money to pay Susie to help me do some things. The rest of the time she's just my roomie. I said what classes I wanted to take and all of those college teachers met with me and everyone else at my planning meeting. The classes I go to are college survival, water body conditioning, choir, band and Institute. Marcie (Family Support staff) helps me learn about money, plan my meals and make a shopping list and helps me with my homework. The speech people help me say my words.

College is different than high school. I live in an apartment with nine roommates and not at home. The social life is a lot better and I am very happy here at Snow College. My favorite class is band. I am in the percussion section. I love college and all the activities. I would rather stay at school than go home on the weekends. I like everything about Snow College except having to walk so far between classes, but that is good for me. I also don't like having to get up early for class, especially after a late night hanging out with my roommates. Having nine roommates and living in an apartment complex with lots of close friends and neighbors is good support for me. I like all the boys who live downstairs. Everybody goes to

games, concerts, dances and activities. We like to have fun.

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## A NEW DIRECTOR & A NEW OFFICE OF CONTRACT MONITORING

In the May issue of the Human Touch we informed everyone that DHS was in the process on establishing a Department-level contract monitoring unit, and would be recruiting a director for that unit. That process is complete and we now have a new bureau within the Office of Fiscal Operations called the Bureau of Contracts Management. The Bureau was the result of the recommendations of a committee chaired by Department Assistant Director Doug West. The committee recommended the creation of the Bureau to provide Department-level leadership, oversight and coordination regarding all DHS contracting and contract monitoring.

Selected as the Director of the new Bureau is Christene Jones, formerly an Associate Regional Director for Youth Corrections Region II, and



Bureau of Contract Monitoring, Director Christene Jones

most recently at the Division's State Office developing and coordinating federal entitlement programs and overseeing contracting. Ms. Jones has her formal training in Sociology and Child Development and has certificates in criminology and the social sciences. Additionally, she has been an active member in Utah Correctional Association (UCA), and has served as the Youth Corrections representative on the UCA Board, as well as on a variety of UCA committees. All together Ms. Jones has worked for the state for 26 years and for the Division of Youth Corrections for the past 16 years. Her involvement in the Division's contracting processes during her tenure will bring

excellent knowledge and expertise to her new position. She and her unit will be working closely with the Division's contracting and quality assurance functions.

Director Jones said, "The unit's current priority is to work with each division in reviewing their current contract monitoring standards and practices to ensure quality contract compliance throughout DHS." She also stated, "We plan to work with the divisions to develop a standardized process for addressing concerns and issues raised during contract monitoring."

The new Bureau will be divided into three units as follows; Bruce Larsen will be the Rate Setting Manager and in charge of that Unit, Beverly Macfarlane will be in charge of the Contracting Unit, and Bob Downing will be over the Quality Assurance Unit. The Contracting Unit is planning to provide RFP and contracting training to the divisions over the next few months and is looking forward to that process, according to Director Jones.

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## **YOUR HOME COMPUTER MAY FAIL Y2K -The Microsoft "Secret"-**

You may think your PC is "Y2K" compliant, and some tests may have actually affirmed that your hardware is compliant ... but you'll be surprised that some of your software may still crash unless you do the simple exercise below. If not, your home computer may fail on 1 January 2000. It's an easy fix but something you've probably missed in making Windows Y2K ready. (Your DHS LAN teams have already done this to your work machine to help make it Y2K ready.)

This is SIMPLE to do, but VERY important.

- Click on "START".
- Click on "SETTINGS".
- Double click on "Control Panel".
- Double click on "Regional settings" icon (look for the little world globe).
- Click on the "Date" tab at the top of the page (last tab on the top right).
- Where it says, "Short Date Sample," look and see if it shows a "two digit" year format ("YY"). Unless you've previously changed it

-- and you probably haven't -- it will be set incorrectly with just the two Y's. It needs to be four!

That's because Microsoft made the 2 digits setting the default setting for Windows 95, Windows 98 and NT. Windows feeds this date format to ALL application software, and it will not rollover into the year 2000. It will roll over to the year 00.

- Now, click on the button across from "Short Date Style," and select the option that shows, "mm/dd/yyyy" or "m/d/yyyy". Be sure your selection has four y's showing, not just "mm/dd/yy."
- Then click on "Apply."
- Then click on "OK" at the button.

Easy enough to fix. However, every "as distributed" installation of Windows worldwide is defaulted to automatically include this potential Y2K bug. DHS computer equipment will all be tested for this and other Y2K "bugs" before the end of the year. If you have any questions about your office computer, contact Technical Support.

Pass this along to your PC buddies -- no matter how much of a guru they think they are -- this might be a welcome bit of information.

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## **HOW TO PREVIEW A WORD- 97 DOCUMENT WITHOUT OPENING IT**

Tech Tip by Janice DeVore

Click on **File, Open**. Click on the file that you want to preview. There are a series of buttons across the top of the Open dialog box. Click on the **Preview** button. By clicking on the **Preview** button you will have a split screen, with the right screen showing the contents of the file highlighted.



To get back to the list of files without the preview window, either click on the **List** or **Details** button.

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## **DHS CALENDAR**

### **October 1999**

- **DOMESTIC VIOLENCE AWARENESS MONTH**
- **NATIONAL DISABILITY EMPLOYMENT MONTH**

**6-7 Utah Gerontological Society**, Yarrow Hotel, Park City, Joyce Smith, 801-451-3377

**26-27 Western Regional Conference on Self-Determination (Multi-state)**, The "E" Center of West Valley City, B.J. Bertrand , Division of Services for People with Disabilities (801) 538-4205

**28-29 Brain Injury Conference**, Provo Marriott Hotel, Contact: Ron Roskos 484-2240

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